

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Consumer and Regulatory Affairs

Department of Consumer and Regulatory Affairs (DCRA)
Administrative Issuance System

DCRA Bulletin No. 5-01C-08

SUBJECT: Agency Communication Protocol in responding to EOM, OCA, MOCRS, Council Staff and ANCs

EFFECTIVE DATE: January 12, 2009

PURPOSE AND AUTHORITY:

This DCRA Bulletin establishes the protocol for DCRA internal communications with the Executive Office of the Mayor (EOM), Council of the District of Columbia (Council), Mayor's Office of Community Relations and Services (MOCRS), Office of the City Administrator (OCA), and the Advisory Neighborhood Commissions (ANCs).

SCOPE:

The protocol outlined below applies to the following:

- All DCRA Executive staff, managers, and supervisors.*

** Executive staff is defined as persons reporting to the Director.*

PROVISIONS:

The Deputy Director for Communications and External Affairs will serve as the primary point of contact for all emails, inquiries, and other correspondence that relate to actions required or information needed by the EOM, City Administrator, Council, MOCRS, and ANCs (external customers). The Deputy will communicate on behalf of the Director, once an inquiry from the MOCRS (the Director and Staff), EOM, Council, or the ANC enters the Director's inbox.

The following protocol will be followed in an effort to provide efficient, accurate, and timely processing of all executive inquiries.

1. The Director's Executive Assistant will assess the concerns contained in the correspondence flag it with the appropriate color (see Revised EMAIL PROTOCOL dated 10/23/2008) and forward it to the Deputy Director who will respond to the appropriate party in the following order:

- a. An acknowledgement will be made within 24 hours from receipt of the correspondence informing the external customer that they will receive an update to their correspondence within 3 to 5 business days.
 - b. The Executive Staff, Managers and Supervisors are required to acknowledge receipt emails from the Deputy Director within 24 hours of receipt and provide a response within 2 to 3 business days.
 - c. In the case of an emergency, the Deputy Director will coordinate, with the designated Program Manager(s), to determine the response and action needed to correct the emergency.
2. The Deputy Director will forward the request to the appropriate program point of contact (listed below) for an action and/or response within 2 to 3 business days from the date of receipt.
 - a. Inspections Point of Contact: Robert Simpkins or Peggy Parker (alternates: Phillip Pugh and Kenneth Wilson). A copy of the correspondence will be sent to Donald Masoero, Chief Building Inspector.
 - b. Licensing Operations Point of Contact: Joseph Schilling, Administrator, Licensing and Consumer Protection will communicate directly with the Deputy Director and determine the next steps for handling the correspondence.
 - c. Permitting Operations Point of Contact: Cheryl Randall-Thomas (alternate: Lenny Douglas, Chief, Permit Operations)
 - d. Zoning Point of Contact: Reuben Pemberton (alternate: Rochelle Joseph, Deputy Zoning Administrator)
 - e. Enforcement Point of Contact: Paul Waters, Deputy Director of Enforcement and Legislative Affairs (or his designee)
3. The Deputy Director will forward the agency response to the appropriate party. The Deputy Director, or his designee, will complete the updated action in the Comprehensive Property Management System (CPMS) by updating an existing "CAP", or creating a "new CAP" with the agency response, for future reference. This action will assist with documenting all agency actions and responses and create a case/history file of record.
4. The Deputy Director will provide a weekly report to the Director every Friday by 8:30 a.m. The report should include requests (including address if appropriate), requestor, nature of the request, action taken by DCRA, and status (closed, pending, need further information, etc).

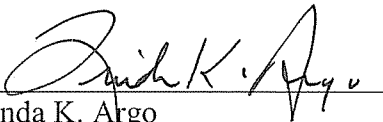
***NOTE:** DAIS Bulletins are strictly procedural in nature and have direct applicability only to DCRA employees under the authority of the Director.*

INQUIRES: DCRA, Chief of Staff – 202-442-8944


DISTRIBUTION: Director, Deputy Directors, Program Managers, Division Chiefs, and DCRA employees

BULLETIN EXPIRES: Upon notification

For more information or clarification, contact the DCRA Chief of Staff, Carol Washington, at (202) 442-8944 or Deputy Director Nick Majett at (202) 442-8935.



Linda K. Argo
Director



Date

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